



Virginia Occupational Safety and Health



VOSH PROGRAM DIRECTIVE: 02-012

ISSUED: April 1, 2003

SUBJECT: Complaint Policies and Procedures

A. Purpose.

This directive transmits to field personnel revised policies and procedures for handling complaints relating to workplace safety and health conditions.

This Program Directive is an internal guideline, not a statutory or regulatory rule, and is intended to provide instructions to VOSH personnel regarding internal operation of the Virginia Occupational Safety and Health Program and is solely for the benefit of the program. This document is not subject to the Virginia Register Act or the Administrative Process Act; it does not have general application and is not being enforced as having the force of law.

B. Scope.

This directive applies to all VOSH personnel.

C. Reference.

OSHA Instruction CPL 2.115 (June 14, 1996)

D. Cancellation.

Not Applicable.

E. Action.

Directors and Managers shall assure that the guidelines in this Directive are followed.

F. Effective Date.

April 1, 2003

C. Ray Davenport
Commissioner

e-Attachment: OSHA Instruction CPL 2.115 (June 14, 1996) or refer to:

http://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=DIRECTIVES&p_id=1590&p_text_version=FALSE

Distribution: Commissioner of Labor and Industry
Directors and Managers
VOSH Compliance Staff
Cooperative Programs Staff
Legal Support Staff
OSHA Regional Administrator, Region III
OSHA Area Office, Norfolk

When the guidelines, as set forth in this Program Directive, are applied to the Commissioner of the Department of Labor and Industry and/or to Virginia employers, the following federal terms if, and where they are used, shall be considered to read as below:

<u>Federal Terms</u>	<u>VOSH Equivalent</u>
29 CFR	VOSH Standard
Regional Administrator	Commissioner of Labor and Industry
Area Director	Region Director
Regional Solicitor	Attorney General or VOSH Office of Legal Support (OLS)
Agency	Department
Office of Statistics	VOSH Research and Analysis
Compliance Safety and Health Officer (CSHO) and/or Industrial Hygienist	CSHO
Field Inspection Reference Manual (FIRM)	VOSH Field Operations Manual (FOM)
29 CFR 1903	VOSH Administrative Regulations Manual